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TRADITIONAL IT SERVICE DESK

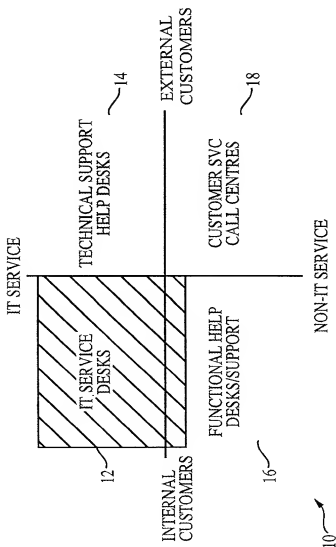


FIG. 1

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SERVICE DESK DEFINITION

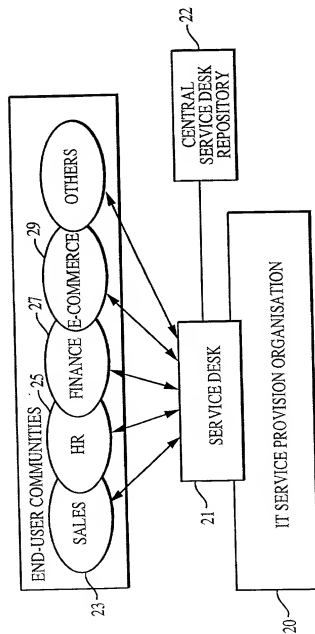


FIG. 2

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SERVICE DESK DESIGN APPROACH

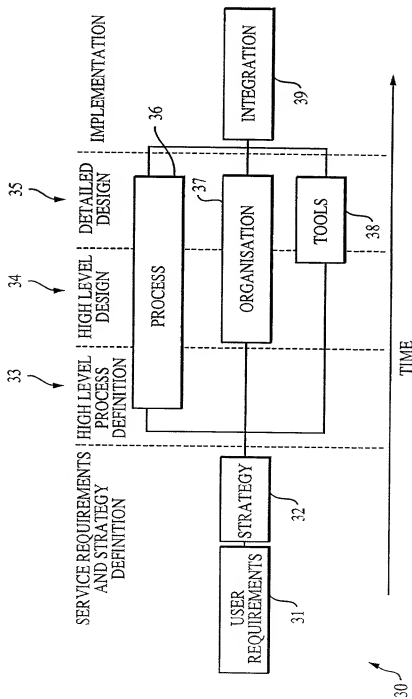


FIG. 3

SERVICE REQUEST PROCESS

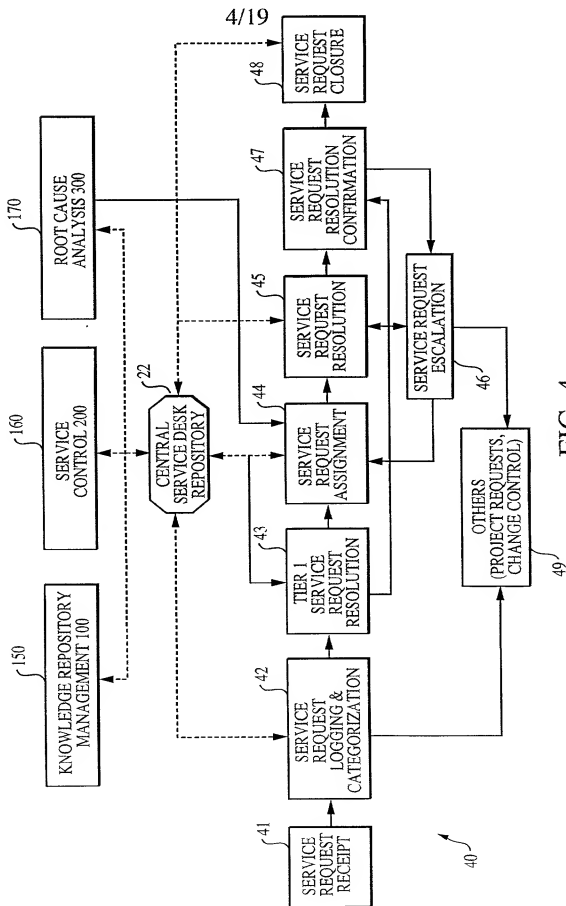


FIG. 4

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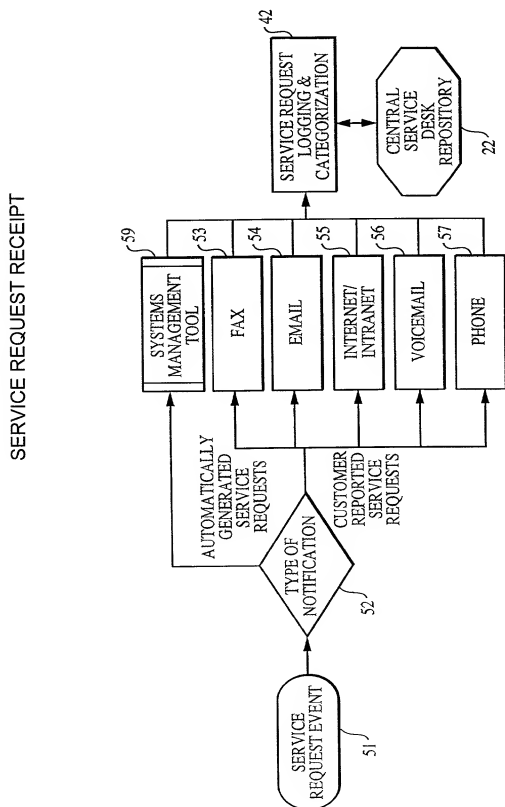


FIG. 5

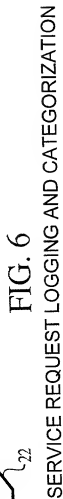


FIG. 6

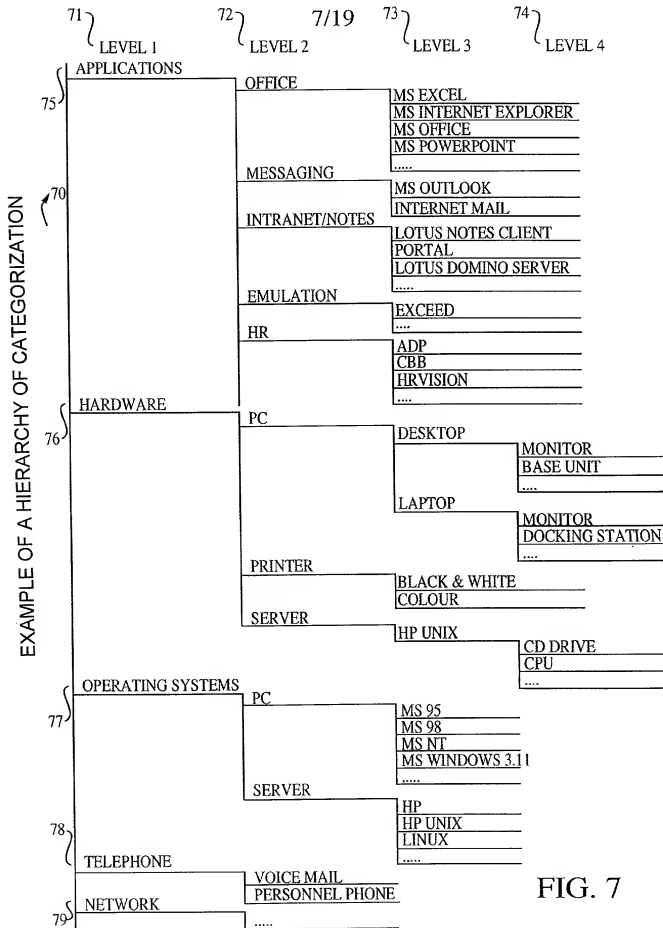


FIG. 7

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EXAMPLE OF AN IMPACT MEASUREMENT

IMPACT	AFFECTED USERS				
	WHOLE ORGANIZATION	SEVERAL BRANCHES OR AREAS	ONE BRANCH OR AREA	TEAM	1 INDIVIDUAL
AFFECTED PROCESS	E-MAIL	1	1	1	1
	SALES	2	2	3	4
	MERCHANDISING	2	2	3	5
	PROCUREMENT	2	2	3	4
	DISTRIBUTION	2	2	3	4
	PAYROLL	2	2	3	5
	INVOICING	1	2	3	4
....					

FIG. 8

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TIER 1 SERVICE REQUEST RESOLUTION PROCESS

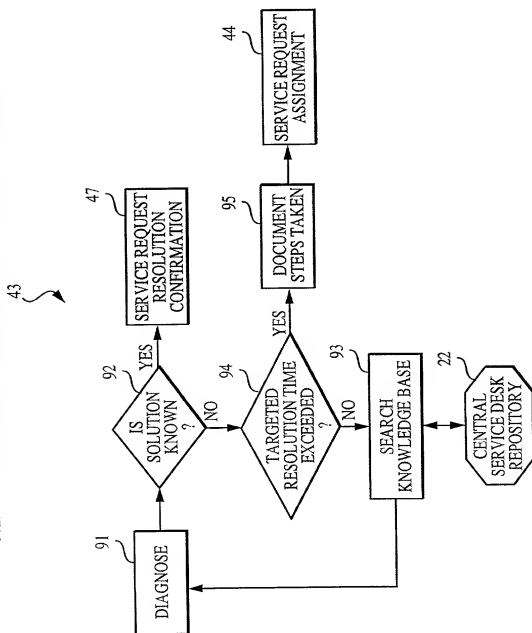


FIG. 9

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EVENTS CAUSING NOTIFICATION

EVENT	NOTIFICATION ADDRESSEE	
	ASSIGNEE	
SERVICE REQUEST ASSIGNMENT	ASSIGNEE AND ORIGINAL TIER 1 LOGGER	
CHANGE IN ASSIGNMENT	TIER 1 LOGGER AND/OR CUSTOMER	
SERVICE REQUEST CLOSURE	SERVICE DESK MANAGER ASSIGNEE'S MANAGER	
TASK THAT REACHES TIME LIMIT SPECIFIED BY ITS SLA	DEPENDANT ON ESCALATION PROCEDURE	
PROBLEM ESCALATION		

FIG. 10

SERVICE REQUEST ASSIGNMENT PROCESS

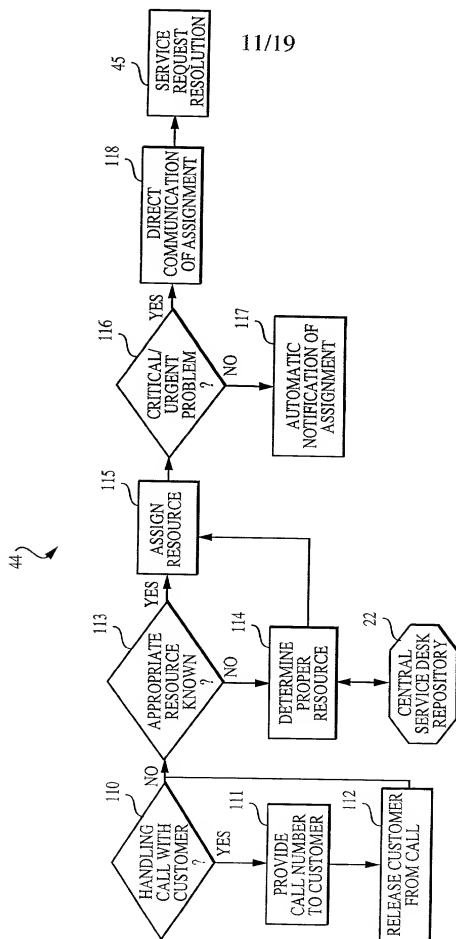


FIG. 11

SERVICE REQUEST RESOLUTION AND ESCALATION

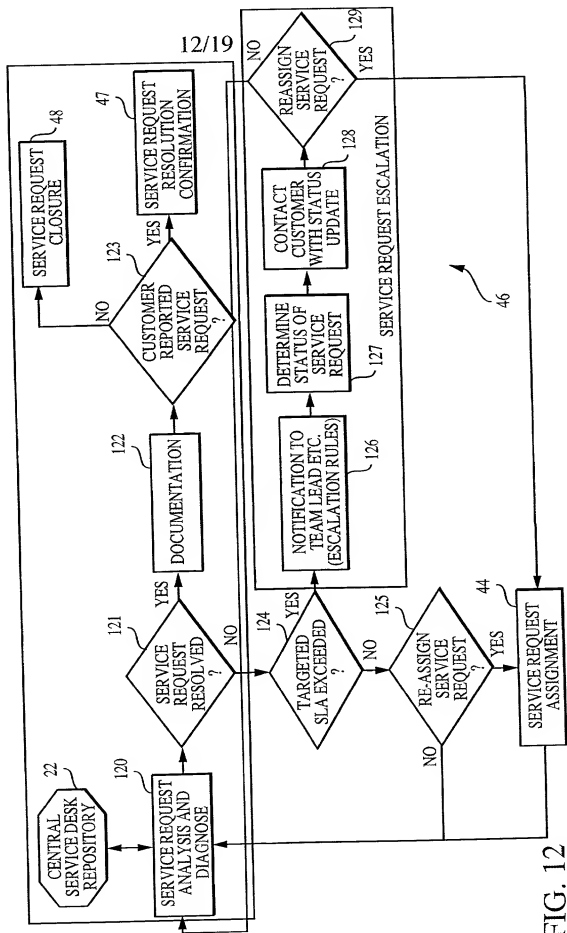


FIG. 12

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SERVICE REQUEST RESOLUTION CONFIRMATION PROCESS

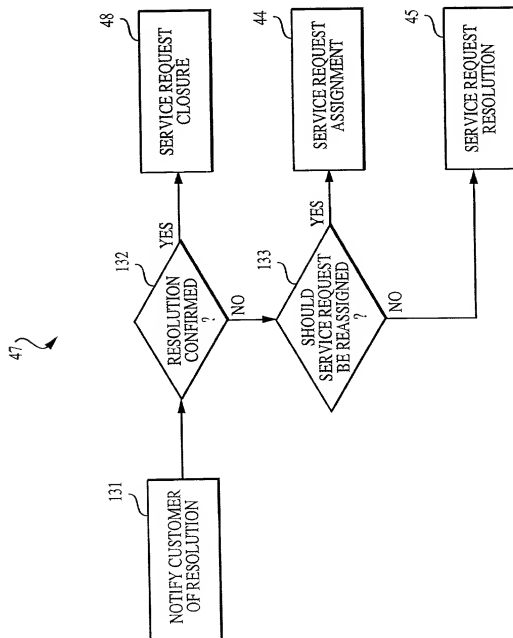


FIG. 13

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SERVICE REQUEST CLOSURE PROCESS

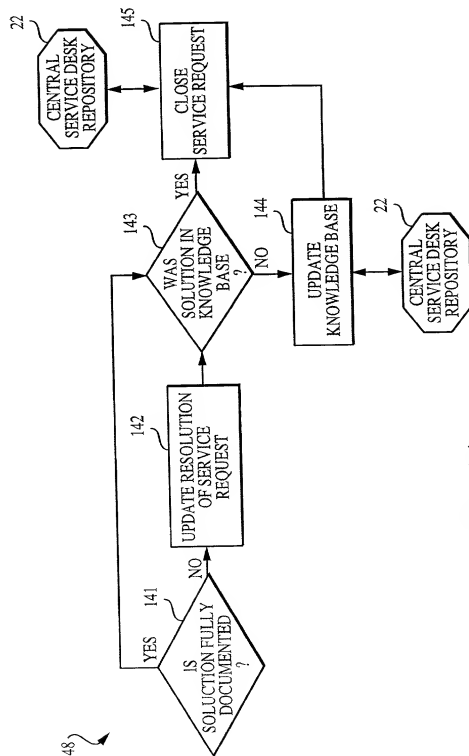


FIG. 14

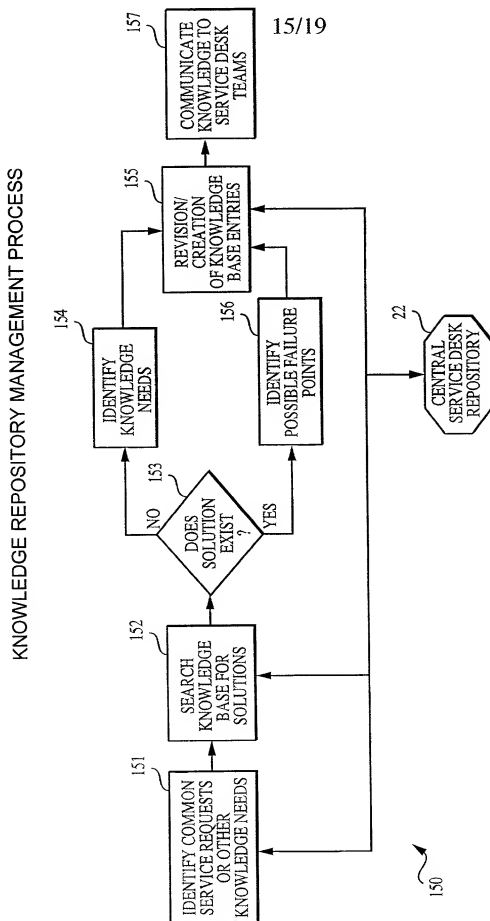


FIG. 15

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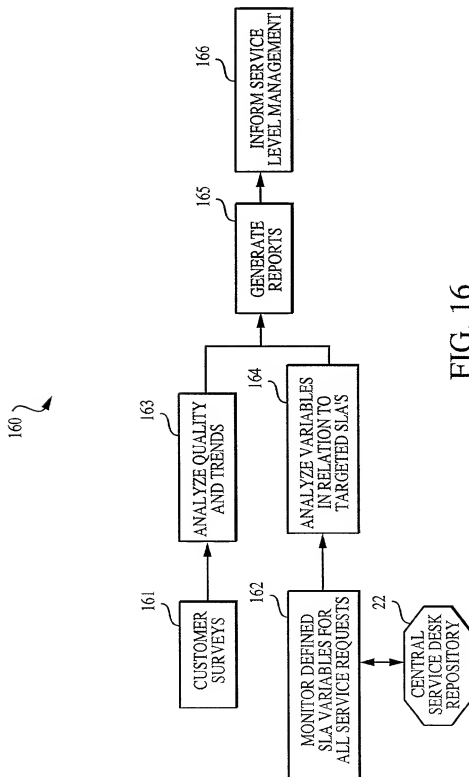


FIG. 16

SERVICE LEVEL CONTROL PROCESS

FIG. 16-69262001

ROOT CAUSE ANALYSIS PROCESS

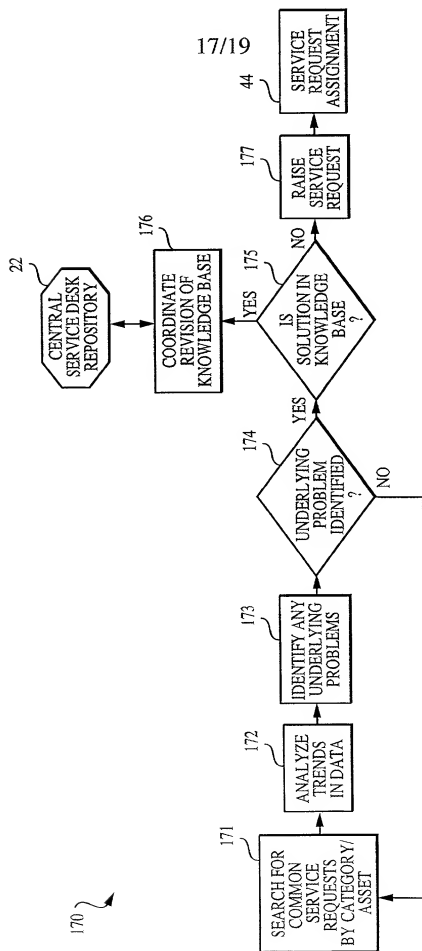


FIG. 17

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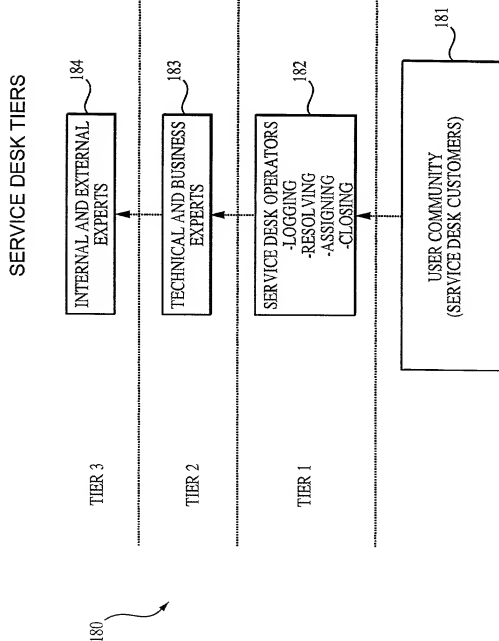


FIG. 18

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GLOBAL SUPPORT MODELS

